



Michael F. Del Casino
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September 21, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street NW, Suite 480
Washington, DC 20554

Dear Mr. Hatfield:

As required by Part 63.100(a) of the Federal Communications Commission's Rules, AT&T hereby files its Final Service Disruption Report for an AT&T network outage.

1. DATE / INCIDENT LOCATION TIME:

August 24, 2000 02:37 AM EDT

2. GEOGRAPHICAL AREA AFFECTED:

New Orleans, LA

3. CUSTOMERS AFFECTED (APPROXIMATELY):

36,782 (based on blocked calls)

4. TYPES OF SERVICES AFFECTED:

Toll Completing and toll access

5. DURATION OF OUTAGE:

10 Hours and 38 Minutes

6. BLOCKED CALLS:

110,346

7A. CAUSE OF INCIDENT:

Service was disrupted to the New Orleans 5ESS Federal Telecommunications Service (FTS) as a result of lost Common Channel Signaling (CCS7) connectivity to the signaling network. This resulted when AT&T's equipment vendor, Lucent Technologies was performing work to remove Network Control Point (NCP) equipment and inadvertently cut the cables that included the signaling links between the 5ESS and the Signaling Transfer Points (STP).

7B. EQUIPMENT NAME / TYPE:

5ESS Electronic Switching System

7C. PART OF NETWORK:

Signaling links

8. RESTORATION METHODS:

As soon as the trouble was isolated, the cables were rewired and the signaling links to the STPs were restored.

9. STEPS TO PREVENT REOCCURRENCE:

- All 5ESS technicians are being re-trained on the functionality and importance of the CNI links to heighten response time to critical alarms.
- The severity level of the CNI Ring alarms have been upgraded from Major to Critical, and the new escalation procedures have been reviewed with all technicians.
- Lucent is reviewing equipment removal procedures with their installation organizations.

10. APPLICABLE BEST PRACTICES:

AT&T has reviewed the Network Reliability: A Report to the Nation, June 1993 and has evaluated all best practices in SECTION A – FIBER OPTIC CABLE DIG-UPS. The following key lessons have been exercised to help prevent similar service disruptions.

Section 6.1.3 Details – key lessons learned and best practices.

-Adherence to Procedures – comply with, utilize, and benefit from existing standards and procedures.

-Call-before-you-dig Legislation – enforce, enact, and/or revise state and federal underground facility damage prevention laws.

-Accurate Locates – expand locate personnel training and skill levels, quality control all work.

-Training – continuous refresher training and adherence to standards and procedures, train personnel to recognize conditions potentially hazardous to fiber optic cable.

Sincerely,

A handwritten signature in black ink, appearing to read "M. D. Quinn". The signature is fluid and cursive, with the first name "M" and last name "Quinn" being the most prominent parts.

This form should be sent for the following timeframes:
 B/C 90,000-149,999 3 days
 B/C 150,000 & greater 120 minutes

**AT&T
 Initial Service Disruption Report**

FAX TO: FCC WATCH OFFICE, WASHINGTON, DC

ALTERNATE FCC WATCH OFFICER

202-832-6975 Voice
 202-418-2812 FAX
 202-418-2813 FAX

-Jim

1. Date/Time of Incident 8/24/00 02:39 EST
00:39 NWT
2. Geographic Area Affected NEW ORLEANS, LA
3. Customers Affected (est) 30,000 +
4. Types of Service Affected TOLL CONNECT, TOLL FREE
5. Duration of Outage 10 HR 38 MIN
6. Blocked Calls (est) 90,000 +
- 7A. Cause of Incident Contractor Cable Cut
- 7B. Equipment Name/Types, SESS Electronic Switching System
- 7C. Part of Network Affected signaling links
8. Restoration Methods Used N/A
9. Steps to prevent recurrences N/A

AT&T Contact Person: Mike DelCasino
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 FAX Number: 202-457-2127
 Date/Time of Report: 8/24/00 at 14.23 EST